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Website For The State's Job Application System Goes Live

Just a note to let you know that we accept the on-line application and approve the implementation. The agencies that have used it over the past month have been pleased with its performance. Thanks for your work.

Joseph Czajka, Ph.D.
Workforce and Staffing Consultants, Supervisor
Department of Personnel & Administration,
Division of Human Resources

Governor Owens' New Century Colorado report requested that a new web based job application system be completed. The newly updated online job application system went "live" on December 8, 2003 on the State of Colorado Home page job announcements site which is maintained by the Department of Personnel and Administration. The Colorado Department of Transportation (CDOT), the Colorado Department of Public Safety (DPS), the Colorado Department of Revenue (DOR) and the Colorado Department of Personnel and Administration (DPA) are piloting the new job application system. After the successful conclusion of the pilot programs, the application system will be used as the preferred method of applying for classified State positions with the State of Colorado. DoIT purchased the necessary software for web enablement of the online job application, trained internal staff on use of the software, conducted focus group meetings with Human Resource representatives and modified the initial site based on recommendations received from customers. A recent DoIT/Human Resource meeting noted favorable review from the customers on the newly built job application website.

This project improved the existing job application in many areas. It provides a professional looking web presentation, better navigation through and between the pages of the job application, and a PDF file to contain the completed application. This was a cooperative application development effort that required both technical and business expertise. Further modification of the website will be expected as departments become familiar with the system and begin to factor in their needs relating to geographical locations and other specifics. ●

DPA
Department of Personnel & Administration

◀ **Rick Malinowski (right), Division Director/CIO, presents Roy Jansen, Server Team, with his Supervisor Award at DoIT's Employee Recognition Ceremony.**

▲ **DoIT staff members Sandra Shannon, Ann Martin, Kathy Olivas, Joe Leighty, Harry McDonald and Walt Sanchez.**

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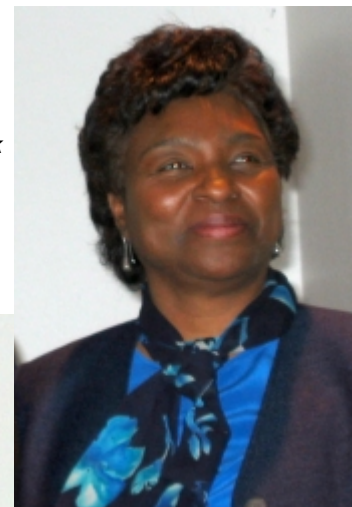# Online Benefits Open Enrollment Website A Success

Informational Pages for Online Benefits Open Enrollment Web Site were deployed for state employees to register for health care benefits in conjunction with the work performed by Human Resource representatives. This eliminated the expense normally associated with mailing and printing information to thousands of State employees. An online form for use via a Benefits Training class was also developed. ●

Improvements To The Colorado Personnel Payroll System (CPPS)

During January the Payroll staff closed out the employee files for Tax Year '03 and started up Tax Year '04. W-2 forms were processed and printed for 50,000 State employees. Open Enrollment updates were completed on the first of January. This completed a seven-month project between Employee Benefits, TMU and a private company, Business Solvers. This process allowed employees to conduct Benefits Selections, during the Open Enrollment period, using the Internet and have those selections modify the State Payroll System (CPPS).

The Division implemented a new version of the State payroll system on November 26, 2003. Many system enhancements will be realized from this project to include real-time Payroll Batch editing (no longer requiring overnight processing for edits), improved access between system functions (table and personnel system lookups), and will allow for future expansion of the system to include access to the Internet for Payroll personnel. The enhancement sets the stage for more employee self-service features such as updating employee demographics, implementing W-4 changes, and payroll review. ●

Marian Robinson, TMU, received the Quality of Work Award at DoIT's Employee Recognition Ceremony. ▶

◀ *At the same ceremony, Bob Siska, Data Center, received his New Employee Award.*

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Mainframe Software Upgrade Realized

Earlier this year, the Division completed a major hardware upgrade when it replaced the Amdahl mainframe with an IBM z/800 enterprise server. The z/800 provides computing services to many State departments and agencies. In early December 2003, DoIT completed the conversion of the Operating System Software to z/OS. This was a major migration from an older operating system named OS/390 V2.9 to z/OS V1.4, the most current operating system for the enterprise server (mainframe) by IBM.

Some of the benefits from this software change are: (1) it brings the division current with IBM recommended mainframe operations as IBM no longer supports OS/390 V2.9; (2) it uses 64 bit addressing which will greatly reduce system paging and will eliminate virtual storage constraints allowing jobs to run faster; and (3) installed Work Load Manager (WLM) for enhanced system performance. ●

Staff Members of the Technology Management Unit

State Purchasing Bids System Improvements

Division of Information Technologies staff had two recent significant accomplishments on the Department of Personnel and Administrations' Division of Purchasing BIDS system. First, staff worked with a vendor to complete the BIDS firewall server swap and software upgrade. Secondly, an enhancement that allows forwarding of Lotus Notes email to the Internet was deployed to all purchasing agents. This allows purchasing agents to reach customers who are not on Notes mail and to consolidate their Notes and Outlook email into one inbox. They can still make use of the various purchasing groups that were set up under Lotus Notes. ●

"Truth In Network Rates" Implemented And Billed To Customers

On November 6, 2003 the Division of Information Technologies finished implementation of new billing rates known as "Truth in Rates". Updating the rates to capture true operating costs was a State Audit Committee requirement

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along with being a division strategic objective. Significant programming changes were needed in the four network services billing systems: Multi-use Network (MNT)/ Systems Network Architecture (SNA); phone long-distance; phone equipment; and Digital Data Network (DDN)/Legacy, to accommodate the rate changes. The Division's order/entry and application staff members diligently worked to prepare billing information for its customers. The desire to submit accurate billings to its customers resulted in delays in some of the billings being sent to customers. ●

Partnering Between The Department Of Corrections And The Division Of Information Technologies On Utilization Of Financial Data Warehouses

The Department of Corrections (DOC) approached DPA's IT Financial section with a proposal to help both departments. The DOC wanted to eliminate the support of their departmental financial data warehouse (FDW), which contained COFRS budget and accounting transactions, in order to take advantage of DoIT's statewide FDW. The DOC had purchased, and was using, a software product from Information Builders called Managed Reporting with their FDW. This product allowed DOC staff to develop custom reports related to their business needs. The Division's financial section had heard from several other departments, including their own DPA that they would like to use Managed Reporting. DOC offered to help with the setup and testing of Managed Reporting on the statewide FDW. This provided needed expertise to implement Managed Reporting to DOC and to other departments in the future.

This mutually beneficial collaborative project resulted in DOC's offer to host a disaster recovery site for the statewide FDW. In November 2003, DOC was able to disconnect their internal FDW system. Linking to the statewide system made it unnecessary for them to run their system, and provides a more stable system for their use.

DPA recently purchased licenses for its use to migrate to the new software once the design and implementation features are negotiated with internal users. Other departments wishing to access the new software will need to purchase necessary licenses and work with TMU staff in design, implementation and staging. ●

Dave Cuneo,
TMU Accounting & Financial
Systems Manager

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Terry Ketelsen, Lance Christensen, and James Chipman, State Archives, with their Process Improvement Awards presented to them at DoIT's Employee Recognition Ceremony. (Not pictured: Elena Cline, Sandra Hardesty, Erin McDanal, and George Orlowski.)

Customer acknowledgement received from Paul Lewin, DOC's acting CIO…

From: Paul Lewin
To: Jim Miller
Cc: Dixie Reed; Jan Henderson; LD.Hay@mail1.doc.state.co.us ; Paul.Engstrom@mail1.doc.state.co.us
Sent: Tuesday, November 18, 2003 10:42 AM
Subject: Re: Shutdown of AWS server

I received a simple one-sentence description from the Systems Group, which describes a server that has been shutdown and a new link created to the new server. Although the sentence is very descriptive and well stated, the real story is a long journey of persistence, money, intra-agency cooperation, executive buy-in, training, politics and luck. Not much of the latter, because the staff whom finished the journey didn't need much luck. They were able to succeed with dedication, persistence and knowing that what they did was right for the Department of Corrections and DPA. These dedicated staff members are: Janet Henderson, Paul Engstrom and Ruth Crawford (DPA). When I originally proposed to consolidate our server with DPA, I must admit I had several reservations: working with Jan & Paul (I didn't know them too well) and working with another state agency (DPA). From the start though, I knew I had made the correct decision. Jan, Paul and Ruth managed and completed this project brilliantly and professionally. In the future I will measure all projects against the success of this project. Thank you!

Paul Lewin
Acting Chief Information Officer
Colorado Department of Corrections

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Department of Personnel & Administration

Upgrades Performed To KRONOS Statewide Timekeeping System

The timekeeping system used by the Departments of Natural Resources, Public Health and Environment, Law, Public Safety and Labor and Employment was upgraded to a new version and the most current patches sent by the vendor were applied. The upgrades are in production for the Department of Natural Resources and the Department of Public Health and Environment. ●

Network Services And Lottery Personnel Collaborate On Provisioning Of MNT Services

Division staff was successful in evaluating and providing MNT services to the State of Colorado Lottery Division (Lottery) for use in their new retailer network. MNT circuits provided by DoIT form the core of a new network developed by Lottery and Scientific Games to provide lotto and scratch ticket games throughout Colorado. The project has resolved many challenges through a cooperative team effort between the staff of DoIT, the Colorado Lottery and Qwest. We look forward to the implementation and completion of this exciting project. ●

Customer acknowledgement received from Al Lippa, Director of Technology Services and Support, Colorado Lottery to Rick Malinowski, DoIT Division Director/CIO…

Rick,

Just a quick note of thanks to you and your staff.

I have been with the State now approximately three months and have a reached a milestone for the CMAC project, that being the approval and pricing of the CMAC MNT Retailer network. Prior to this milestone my perception of the relationship between our two agencies was less than satisfactory.

I do not believe that is the case today and going forward in the future under my tenure.

I cannot express my gratitude enough for the outstanding work on the behalf of Paul Nelson, Phil Bisant, John Clark, and Lorilie McCann. Their efforts have enabled the DOR/Lottery to go forward with a precise budgetary figure for a network solution that is far superior to the one in place for the Lottery today. It probably helps that I am able to speak the same language as you folks but nonetheless, the credit goes to you and your staff.

Please let them know I am grateful for their outstanding efforts!

Paul Nelson, Network Manager

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DoIT Assists Department Of Agriculture With Tracking "Mad Cow" Concerns During Denver's National Stock Show

An MNT T-1, router and LAN (Local Area Network) were installed to support the State Department of Agriculture for work performed during the 2004 Denver Stock Show. Recent incidences of 'Mad Cow disease' necessitated the use of a tracking system at the Denver Auditorium Arena Complex. This IT site was installed in three days and then dismantled upon the closing of the Stock Show. ●

Dear Rick:

On behalf of the Colorado Department of Agriculture, I would like to express my thanks to you and your staff for your commitment and assistance in our preparations for this year's National Western Stock Show…

I also want to acknowledge the importance of the collaborative efforts with you, your staff, and the Qwest personnel. When faced with issues like our current budget environments this collaboration is greatly appreciated,

Sincerely,

Don Ament, Commissioner

MNT Expansion And Digital Subscriber Line (DSL) Installation

In January 2004, 14 new MNT customers were added to the State IP network and five new DSL (Digital Subscriber Line) sites were activated including a DSL installation at the Executive Residence in Denver. ●

Brendan Joyce, DoIT Security Team

Security Compliance

The Division of Information Technologies participated with other DPA Divisions and executive branch departments in critiquing a CH2MHill study of HIPAA security compliance.

In coordination with the State's Chief Information Security Officer, and in support of the Colorado Information Security Program, the Division applied for homeland security grant funding to staff and equip the State's Information Security Operations Center (ISOC), which the Division hosts. ●

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Department of Personnel & Administration

Revenue Resources For State Shortfalls

Fiscal year '02–03 brought many fiscal challenges with revenue shortfalls seemingly occurring on a quarterly basis. These financial challenges created a more critical need on the parts of the State Controller and the State Treasurer for quick access to information to analyze State financial resources. A new cash available process requested by Treasury personnel was recently implemented to help meet the need to readily review general fund accounts and other accounts where funds could be borrowed if needed in the short term. This process allows greater identification of how much cash is available for short-term borrowing and will assist Treasury and State Controller personnel in analyzing and managing the State's cash flow. ●

Product Launch Training Pursued

The division contracted with a private vendor to train key staff members on new business product development. The training focused on research and forecasting, product variety, scalability, service positioning, pricing and developing product launch project plans. The division has a number of small service offerings to be launched in the near future. Cradle to grave project planning is needed. ●

Employee Survey Conducted

An employee survey for staff of the Division of Information Technologies was distributed the week of January 5, 2004. All surveys were collected in confidence and compiled by Document Solutions Group (DSG), part of the Central Services division. DSG received 159 surveys out of 164 staff members, about a 97% return. DoIT senior management is pleased with the survey responses as the survey time span from December 2002 through December 2003 was a stressful period for staff due to severe statewide fiscal constraints. Management members and their staff will take the results and work on improvement by work group. ●

**Margaret DeLany,
Customer Services Manager**

Service Level Training Underway

Seven DoIT draft Service Level Agreements known as SLA's are being developed for Data Center operations as part of a training program. The first suite of agreements are for: actions to backup and restore work products, capacity management and planning, initial server installation, maintenance and upgrades, server hosting escalation, computer room access and special archive requests. DoIT is building an SLA portfolio as part of its goal of being the vendor (or service provider) of choice. ●

OIT/IMC Receives Report On DoIT's Data Center Operations

The OIT/IMC Report is compiled annually to quantify State customers usage of DoIT's Data Center. Paper usage and costs continue to decline as tools for making reports available over the Internet are adopted by our customers. Server hosting has grown from 129 in fiscal year '02 to 178 in fiscal year '03. DoIT's purchase of a new mainframe, the z800, allowed the Data Center to provide the same mainframe capacity as before, more than doubled available memory, and allows for future creation of "virtual servers" on the mainframe. Creation of "virtual servers" will be important to the State aggregation efforts. Other areas of computer usage continued to grow, mostly in tune to population growth in the state. ●

Employee Recognition Awards Ceremony Held In January

Staff awards were presented to the following individual and groups for work performed during 2003:

Outstanding Performance in Customer Relations:
  Susan Barry, TMU

Quality of Work Award:
  Marian Robinson, TMU *(see photo on page 2)*

Team Award:
  Truth in Rates Technical Implementation Team comprised of Matt Ballard, Carla Pitts, Corrine Linderud and John Komdat *(see photo on page 11)*

New Employee Award:
  Bob Siska, Data Center *(see photo on page 2)*

Outstanding Manager Award:
  Linda Watson, TMU

Special Project Award:
  The MyDPA Team comprised of Susan Barry, Jane Twigg, Adam Hiatt, Tony Poulter and Wayne Schomaker *(see photo on page 11)*

Technical Implementation Award:
  Fleet Technical Team comprised by Alla Babayeva, Adam Hiatt, Ken Hausauer

Outstanding Supervisor Award:
  Roy Jansen, Server Team *(see photo on page 1)*

Process Improvement Award:
  Information Archival Services comprised of James Chipman, Lance Christensen, Elena Cline, Sandra Hardesty, Terry Ketelsen, Erin McDanal, and George Orlowski *(see photo on page 5)*

Tenure Awards:

5 Years
Matt Castro, Computing Services
Gina Gibbons, Computing Services
Harry McDonald, Computing Services
Aura Vaculin, Computing Services
Debra Dircks, Network Services
Rick Malinowski, Computing Services

10 Years
Lorilie McCann, Order/Entry Billing Services
Tammy Woodhouse, Network Services
David Bredehoeft, Network Services
Mark Allen, Telecommunication Services
Elda Prieto, Computing Services

15 Years
Rod Wilson, Computing Services
Chris Block, Network Services
Lenora Dobson, Order/Entry Billing Services
Jim Chaney, Computing Services

20 Years
Mary Martinez, Computing Services
Norbert Drenski, Computing Services
John Baumgartner, Telecommunication Services
Catherine Buckles, Technology Management Unit

25 Years
Jody Medvedeff, Computing Services
Kevin Campbell, Computing Services
Ann Martin, Computing Services
Sue Gamet, Telecommunication Services

30 Years
Roy Jansen, Computing Services
Rodney Updike, Telecommunication Services ●

◄ *Tenure awards were presented to DoIT employees Lorilie McCann and Mark Allen for 10 years of service at DoIT's Employee Recognition Ceremony. (Not pictured: Tammy Woodhouse, David Bredehoeft, and Elda Prieto.)*

Tenure awards were presented to DoIT employees Jim Chaney, Lenora Dobson, Chris Block, and Rod Wilson for 15 years of service. ▶

◄ *Sue Gamet, Ann Martin (accepted by her daughter Tiffany Martin), and Kevin Campbell received Tenure awards for 25 years of service. (Not pictured: Jody Medvedeff.)*

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How To Contact the Units Of The Division Of Information Technologies (DoIT)

The main office for the Division of Information Technologies (DoIT) is located at 690 Kipling Street, Lakewood, Colorado 80215. The Service Center Phone numbers and email address is listed below along with some of DoIT's senior management email addresses.

LOCAL	**(303) 239-4357 (HELP)**
TOLL FREE	**(877) 632-2487**
OUTAGE STATUS	**(303) 239-4666**
DoIT Email Address	**DoIT-CS.ServiceCenter@state.co.us**
DoIT Website	**DoITstate.state.co.us**
DoIT News Email Address	**DoIT.News@state.co.us**
DoIT News Website	**colorado.gov/dpa/doit/news/**

Rick Malinowski, Division Director/CIO, presents Carla Pitts, Matt Ballard, and Corrine Linderud, TMU, with their Team Award at DoIT's Employee Recognition Ceremony. (Not pictured: John Komdat.) ▼

Division Director/Chief Information Officer
. . . . *Rick Malinowski*
Division Deputy Director . . . . *Guy Mellor*
Business Services . . . . *Molly Behnke*, Manager
Colorado State Archives . . . . *Terry Ketelsen*, State Archivist
Communication Services . . . . *Paul Nelson*, Manager
Computing Services . . . . *Tony Poulter*, Technical Support Manager
Customer Services . . . . *Margaret DeLany*, Manager
Customer Relations Manager/
   Editor of *DoIT News* . . . . *Sue Ellen Quam*
Multi-Use Network/MNT . . . . . *Paul Nelson*, Manager
Technology Management Unit Accounting & Financial
   Systems . . . . *Dave Cuneo*, Manager
Technology Management Unit DPA Systems
. . . . *Linda Watson*, Manager
Technology Management Unit Human Resource
   Systems . . . . *Mike Amelon*, Manager
Quality Assurance . . . . *Ann Mord*, Manager
●

▲ *Adam Hiatt, Jane Twigg, and Susan Barry received the Special Project Award at DoIT's Employee Recognition Ceremony. (Not pictured: Tony Poulter and Wayne Schomaker.)*